

HP Universal Print Driver White Paper

HP Universal Print Driver Troubleshooting



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Introduction

The purpose of this white paper is to provide guidance in troubleshooting common issues encountered when using HP's Universal Print Driver (UPD).

General Troubleshooting

Communication related error messages

The HP UPD requires the ability to communicate with a device in order to gather specific information during installation. This communication is accomplished via SNMP Get Requests and requires responses from the device. If this bi-directional communication fails, the HP UPD will generate the following error. This error can occur when the HP UPD is installed in either Traditional mode or Dynamic mode.



The most common cause of this error is the inability of the HP UPD to complete the SNMP bi-directional requests or a failure of the device to respond. Below are a number of reasons why this can happen.

1. The device is not an HP device.

Explanation: The HP UPD is supported on HP devices only and will generate this error when an attempt is made to communicate to a non-HP device.

2. The device is not a supported HP device.

Explanation: Verify that the HP device is on the tested and supported list.

3. SNMP protocol is not enabled on the device.

Explanation: Ensure that SNMP is enabled on the device.

4. The HP UPD default SNMP community name sent is "Public".

Explanation: If the device has been configured with an alternate SNMP Get community name, (other than "Public") then the bi-directional communications will fail.

NOTE: HP UPD version 4.5 allows the HP UPD to be configured with an alternate SNMP community name to match the configured device.

5. Non HP Printer network card installed.

Explanation: Some 3rd party network cards installed in the printers do not translate the SNMP queries to the printer correctly. This causes the bi-directional communications to fail. Please verify functionality with an HP JetDirect network card.

6. SNMP Protocol is blocked or behind a firewall.

Explanation: If the device is behind a firewall, or behind a router, verify that the SNMP protocol is enabled.

7. Unable to resolve the Device Host Name to an IP address.

Explanation: If you are configuring the device ports with the printer names or host names, ensure the DNS entries are correct. The HP UPD will query the DNS server to obtain the IP address of the device. From the PC, ping the host name used. The response should be the IP address of the device. If not, then the HP UPD will not be able to send the SNMP requests.

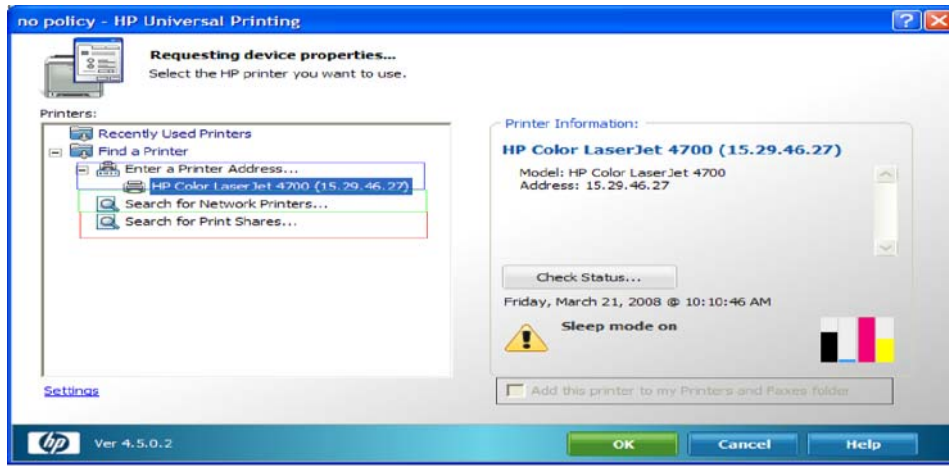
8. Certain software applications will not release the SNMP ports and the HP UPD will be unable to send the SNMP packets.

Troubleshooting HP UPD in Dynamic Mode

Understanding how the HP UPD functions in Dynamic mode is important when troubleshooting issues and unexpected behavior. The HP UPD in Dynamic mode allows the user to dynamically search, connect, and print to devices on the fly.

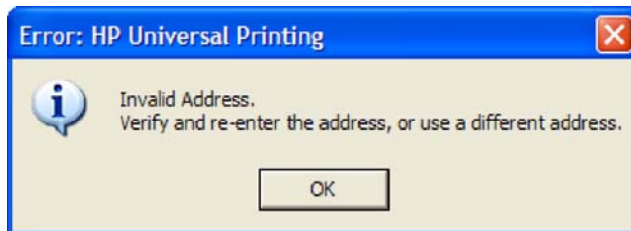
Troubleshooting errors when searching for a specific device in Dynamic mode

A user can enter an IP address or host name of a device they wish to print to on the **Enter a printer Address** line in the HP UPD dialog.



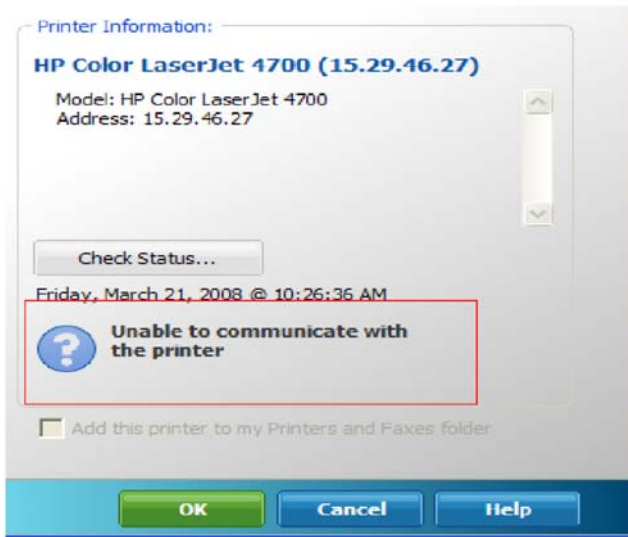
After the IP address or host name is entered the HP UPD will attempt to communicate with the device. If the communication is successful, the area on the right side of the dialog box will be populated with basic printer information. A status check will be initiated to show the status and supplies levels of the printer toner. The status information displayed is generated as a result of SNMP query and responses between the HP UPD and the device.

If the user enters an invalid printer host name, or the DNS entry for the host name is incorrect, the following error message will be displayed:



To resolve this error verify that the correct device name is entered. Also verify that the DNS entry for the device is correct.

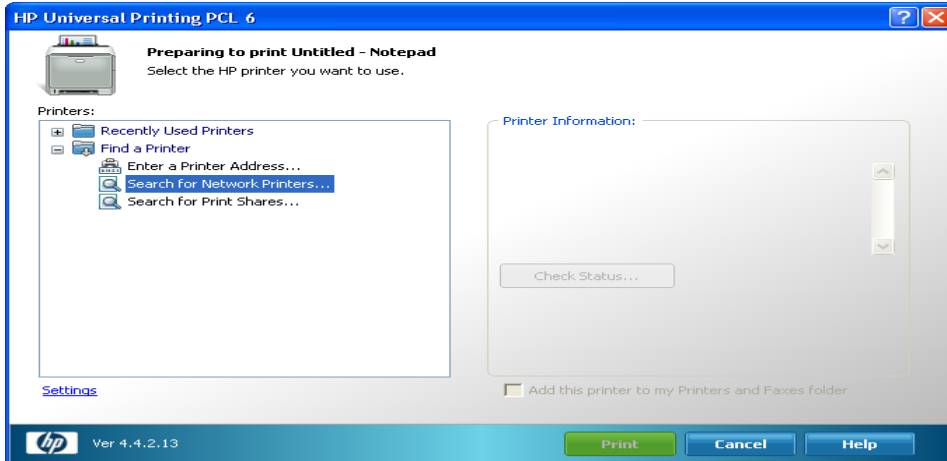
Another error that can be displayed under the **Check Status** button can indicate that the HP UPD is unable to communicate with the device after it has been contacted.



This error indicates that the HP UPD was unable to complete the SNMP get requests and responses back from the device. Troubleshoot this error in the same way you would troubleshoot the error in the General Troubleshooting section under Communication related error messages.

Troubleshooting general search errors in Dynamic mode

In Dynamic mode the HP UPD provides the ability for a user to search the network for installed devices. Click **Search for Network Printers** to use this capability.



This discovery process is done via an mDNS broadcast which is sent to the local sub-network of the HP UPD only. The most common reasons the devices do not appear in the discovery window are listed below.

1. The device is not turned on or functioning properly.

Explanation: Try to ping the device from the PC where the HP UPD is installed. If there is a response to the ping, continue troubleshooting.

2. The devices require the following protocols to be enabled to respond to the mDNS broadcasts.

- 9100
- IPV4 broadcasts
- mDNS protocol

Explanation: Enable the protocols, listed above, on the devices.

3. The devices not appearing could be on a different sub-network than the device running the HP UPD software.

Explanation: Ensure that the IP address for the HP UPD and the device are located on the same sub-network.

AD Template Troubleshooting

The HP UPD Active Directory (AD) Template allows you to install and configure HP UPD user policies within your Active Directory environment.

The HP UPD AD Template must be installed in the following location on the domain server:

... \windows\inf

Installing the template in this location ensures it can be selected from the Group Policy Object Editor.

Issue: An MPL created with HP MPA isn't being pulled into the Active Directory Group Policy Object.

Solution: Make sure the network protocol of the path pointing to the MPL has been changed from "HTTP" to "HPML" in the **Managed Printer List settings Properties** within your Group Policy Object (GPO).

The **Type** setting must also be set to **Standard UPD MPL**.

NOTE: If you are pointing to an MPL created with HP Web Jetadmin, the network path protocol will be "HTTP" and the **Type** setting will be **HP Web Jetadmin MPL XML**.

Issue: The HP UPD AD Template settings aren't taking effect.

Solution: Make sure the **Default Print Settings Properties** in the GPO are set to **Enabled**. If the **Default Print Settings Properties** are set to **Not Configured** or **Disabled** the default HP UPD settings will be used.

Issue: After upgrading to a new version of HP UPD AD Template the latest features and settings are unavailable.

Solution: The previous installations of the HP UPD AD Template are conflicting with the newest version of the template.

Take the following steps to enable the new template:

1. Zero out all the settings for each installed instance of the HP UPD AD Templates. Set all policies to **Not configured**.
2. Remove all of the HP UPD AD Templates from every GPO in the directory.
3. Install the new HP UPD AD Templates.
4. Reconfigure the new settings.

XPS Troubleshooting

Issue: The HP XPS UPD doesn't work.

Solution: The HP XPS UPD requires the presence of several dependencies on your system. If any of the following dependencies are not installed on your system the HP XPS UPD will not function correctly.

For 32 bit Windows XP®, Windows Server 2003, and Windows Vista®, the following dependencies are required:

- Microsoft® MSXML 6.0 Core Services
- Microsoft XPS Essentials Pack
- Microsoft Visual C++ 2005 Redistributable Package (x86)
- NET3.0 Redistributable Package

For x64 Windows XP, Windows Server 2003, and Windows Vista, the following dependencies are required:

- Microsoft XPS Essentials Pack
- Microsoft Visual C++ 2005 Redistributable Package (x86)
- NET3.0 Redistributable Package

Issue: While installing the HP XPS UPD, the Add Printer Wizard asks to "keep existing driver" or "install new driver".

Solution: A previous version of the HP XPS UPD exists on your system. Uninstall all previous versions of the driver, then install the new version.

For more information

www.hp.com/go/upd

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